# Naval Medical Clinic, Pearl Harbor, Hawaii

# Surgeon General's Brief
# April 2003

# OUTLINE

- Region Demographics
- Regional Anti-Terrorism Force Protection and Clinic Locations
- Force Health Protection
- ROI
- Patient Satisfaction
- Command Recognition
- Command Issues
- M8 and M3M Focus From the Pre-Brief Summary

# U.S. Navy /Marine Population in Hawaii

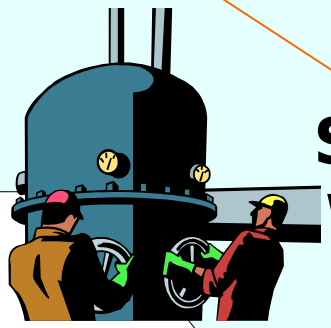
**Family Members 25,500**

***RESERVISTS & RETIREES* 14,000**

**Marines 6,300**

**61,800 BENEFICIARIES**

**Sailors 16,000**



**Shipyard Workers 9,000**

Pearl Harbor - The

# U.S. Navy in Hawaii

## 60+ Naval Commands

- 12 ships
- 18 submarines
- 5 aircraft squadrons
- 30+ shore commands

Pearl Harbor - The

# U.S. Navy in Hawaii

## Major Commands

- Commander, U.S. Pacific Fleet
- Commander, Submarine Force, U.S. Pacific Fleet
- **Commander, Navy Region Hawaii**
- **Commander, Naval Surface Group Middle Pacific**
- Commander, Patrol Reconnaissance Force, U.S. Pacific Fleet
- Commander Pacific Division, Naval Facilities Engineering Command
- Commander, Third Naval Construction Brigade

Pearl Harbor - The

Pearl Harbor - The

# FORCE HEALTH PROTECTION

- Smallpox Epidemiology Response Team (SERT)
- Population Health Assessment (PHA) Alpha Site
- Health Promotion Van
  - First For Navy Medicine
- Wellness Center

# READINESS

- 74-Member Mobilization Platform
  - Readiness status at 94%
  - Weapons Training at 93%
  - Field Training with 3rd Marine Division

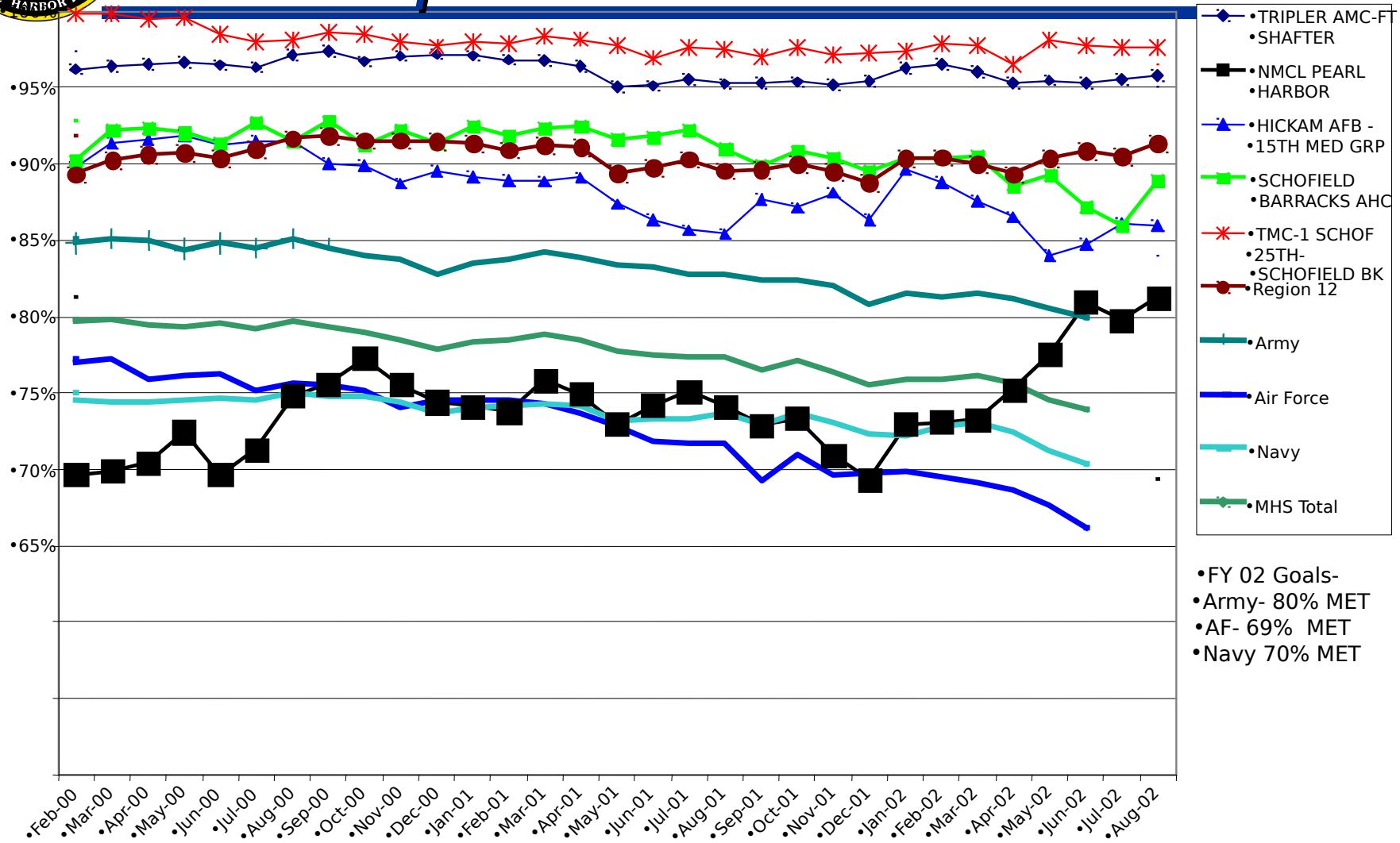
- Homeland Security Emphasis And Training
  - Modular Training, Disaster Reviews, Drills
  - Integration with State/Local Disaster Preparedness Teams
  - Pending Visit with DVATEX May 2003

# OPTIMIZATION

- "Just See The Patient" Philosophy
  - Increased Primary Care Visits by 8% in FY02
  - 227,000 Visits FY01 - 247,000 Visits FY02
  - On Track to Increase Primary Care Visits by 6% in FY03

- TRICARE Objectives
  - Meeting Access Standards
    - 93% of appointments are within TRICARE access standards
  - Build TRICARE Online
    - 85% completion of MTF & Clinic pages
  - Capturing Market Share
    - Musculoskeletal, Dermatology, Physical Therapy

# Region 12 Direct Care Visits Outpatient Market Share




- FY 02 Goals-
- Army- 80% MET
- AF- 69% MET
- Navy 70% MET

# U.S. Navy /Marine Population in Hawaii

## Family Members

*REGIONAL COMMUNITY HEALTH TEAM*
*SINGLE PARENT SUPPORT GROUP*
*WELLNESS CENTER*

## Sailors

*DECKPLATE MEDICINE*
*ADOPT-A-SHIP*
*PIER SIDE SMART CENTER*

INTEGRATION

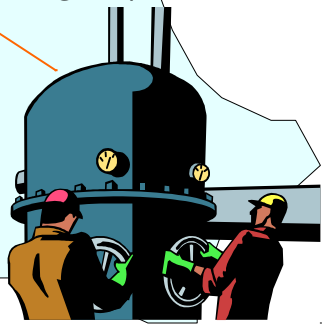
## Marines

*COMBINED CBRE DISASTER TRNG*
*SMART CENTER*

## TAMC

*CPGs AT TRANSITION POINTS*
*NEX COMBINED PHARMACY*
*ENT AND OPTHALMOGY*
*STAFFING*

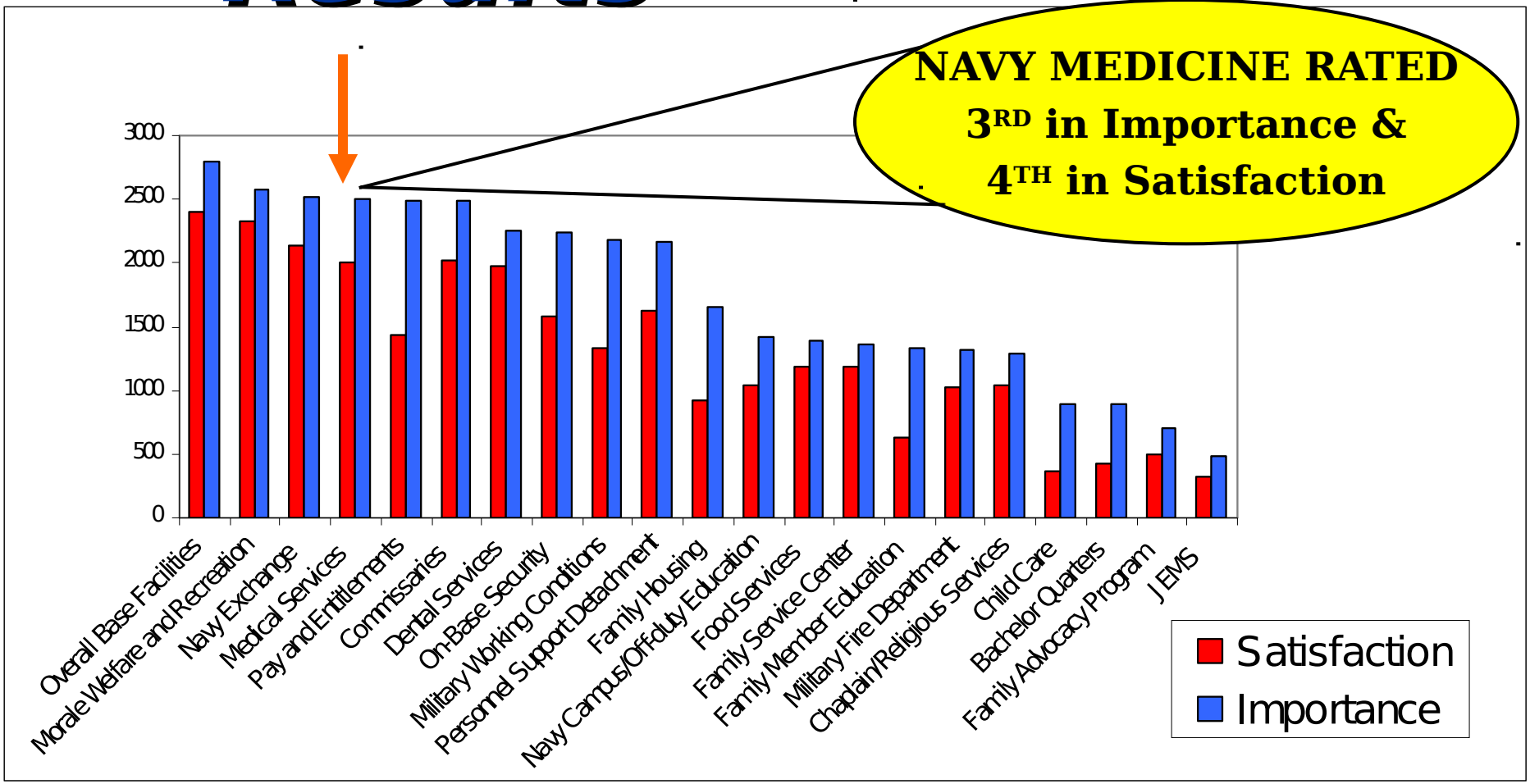
## Shipyard Workers



*PHASED PHYSICAL EXAM SCHEDULING*
*IH SHIPYARD LIASON GROUP*

# OHANA 2001 Survey Results

## OUR SAILORS RANK QUALITY OF LIFE SERVICES




Pearl Harbor - The

# Navy IG Survey 2003

- 2,533 Survey Responses

| Active Duty | | Family Member |
|---|---|---|
| 84% | Meets Needs | |
| 67% | Same Day Access | N/A |
| 49% | | 60% |
| 42% | Know PCM | 75% |
| 10% | Seen by PCM | 60% |
| | Used ER for Primary Care | 22% |

- ***91% of Family Members say they want to stay with us!***

Pearl Harbor - The

# COMMAND RECOGNITION

- Certified Pipeline Mover Award (2001, 2002)
- COMNAVREG Navy Community Service Award Personnel Excellence Partnerships (2002)
- COMPACFLT Retention Excellence Award (2001)
- NEHC Gold Award for Command Excellence in Health Promotion (2001, 2002)
- College of American Pathologists (CAP) Survey Accreditation (2002)

Pearl Harbor - The

# COMMAND ISSUES

- Facility Limitations
  - Consolidation of Barbers Point Clinic
  - Current configuration inefficiencies
  - DOD / VA Sharing / Coast Guard Healthcare
  - New Commands and Personnel Stationed Reassigned to Region
- Interagency Billing and “Accounts Receivable”
- “Medical Hold” for Outpatient Surgery performed on Sailors assigned in other areas of the Pacific Rim

# M8 and M3M FOCUS

## Fiscal Resources

- Third Party Collections

## Business Strategies

- RVU Tracking
- RVU Per Provider
- V Codes
- End of Day Processing
- Outpatient Record Audits
- Pharmacy Issues

# *This Concludes the Brief*

# *Questions and Answers*